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RESPONSE UNDER 37 C.F.R.  
§1.116 EXPEDITED PROCEDURE  
EXAMINING GROUP 2172IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Debra Beibesheimer, et al.

Examiner: Isaac M. Woo

Serial No.: 09/778,378

Art Unit: 2172

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Docket: YOR920000766US1 (14069)

For: CUSTOMER SELF SERVICE SUBSYSTEM  
FOR CLASSIFYING USER CONTEXTS

Dated: November 4, 2003

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

Responsive to the Final Rejection dated August 4, 2003, Applicants respectfully request the Examiner to reconsider the application in view of the following amendments and remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: November 4, 2003

  
Steven Fischman